



State of Vermont
Vermont State Workforce Development Board

Dear Ms. Hale,

On June 21, 2018, Chair Frank Cioffi of the Vermont State Workforce Development Board (SWDB) appointed an ad hoc committee of the SWDB known as the American Job Center (AJC) Certification Committee. These appointments included: Chair Frank Cioffi, Melissa Hersh, Chris Loso, Greg Maguire, Dick Marron, and Jeff Wimette. The Committee was tasked with evaluating and certifying the effectiveness, physical and programmatic accessibility, and continuous improvement of Vermont's One-Stop AJC.

The Committee met on June 25, 2018 to review the AJC re-certification application submitted on June 4, 2018 by Coleen Hale, Assistant Director of Workforce Development at the Vermont Department of Labor, on behalf of the Burlington One-Stop AJC.

Members of the Committee (Frank Cioffi, Melissa Hersh, Chris Loso, Dick Marron and Jeff Wimette) conducted a site visit of the Burlington One-Stop AJC on June 28, 2018 and met with Danielle Kane, Northwest Regional Manager for the Department of Labor; Coleen Hale; and David Lahr, Director of Workforce Development at the Vermont Department of Labor.

Final Decision:

The Committee found that the Burlington One-Stop AJC meets the minimum standards of effectiveness, as defined by criteria found in section 6 of the SWDB's Vermont's One-Stop American Job Centers Certification Process, and voted to certify the Burlington One-Stop AJC for a period of one year, from July 1, 2018- June 30, 2019.

The Committee would like to note several areas in which the Burlington One-Stop AJC and the Vermont One-Stop partners may improve the effectiveness of the AJC. Those recommendations are attached.



Frank Cioffi, Chair, Vermont State Workforce Development Board

7-9-18

Date



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The Committee recognizes that requirements of WIOA, to be agreed upon and implemented by a Memorandum of Understanding (MOU) between the One-Stop partners, will be critical to the effectiveness and future certification of the One-Stop American Job Center (AJC). The Committee understands that this MOU will mark a new period of coordination for the One-Stop partners and that shift in operation comes with unique challenges.

While the Committee acknowledges the quality of the services being delivered by Department of Labor staff in the AJC, it is concerned about the overall effectiveness of the center as a One-Stop with the current level of coordination between the One-Stop partners.

The Committee has identified accountability among the One-Stop partners as an area for improvement that will be key to moving forward in creating an integrated One-Stop service delivery system. Creating incentives for the One-Stop partners to collocate is of the utmost importance and the Committee plans to explore ways in which the State Workforce Development Board (SWDB) may play an active role as a forum for convening the partners.

The Committee understands that funding for updated technology is another critical component to the continuous improvement of service delivery and customer experience and will communicate this need to the SWDB to help explore funding opportunities. The Committee also recognizes the imperative to identify the best system for information sharing between One-Stop partners.

The Committee identified the under-utilized space on the second floor of the AJC as a potential location for a co-working space that will increase the integration and coordination of the One-Stop partners and allow for a smoother customer experience.

The Committee recognizes the stigma surrounding career resource centers as being devoted to employment services for "blue-collar" workers. The Committee, in conjunction with the SWDB, is committed to helping the AJC and the One-Stop partners communicate and educate the public about the range of services offered by the AJC (including employment services, education and training, and support services) that cater to all workforce demographics.

The Committee implores the One-Stop operator and partners to consider these observations and feedback as they continue in the MOU process and the eventual operation of the One-Stop AJC.